

# Enterprise Incident Report November 2012

As of 12/4/2012

## Public Service Commission

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Public Service Commission	Capitol Hosting	Mycah Mattox	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0
	Help Desk	Brenda Treadway	1 1	1 1
		Eileen Dubach	1 1	1 1
		<b>Assigned to Individual Total</b>	2 2	2 2
	Metro A Desktop Support	Rodney Austin	7 3	7 3
		<b>Assigned to Individual Total</b>	7 3	7 3
	Metro A Help Desk	Ed Conrad	1 1	1 1
		Edward Fortner	1 1	1 1
		Liz Evans	1 0	1 0
		<b>Assigned to Individual Total</b>	3 2	3 2

# Enterprise Incident Report November 2012

As of 12/4/2012

## Public Service Commission

			Low	FCR Total
Public Service Commission	Metro D Help Desk	John Robinson	10	10
		Assigned to Individual Total	10	10
	Technical Lead/Project Manager	Pete Freeman	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		157	157
Customer Company Total			157	157

# Enterprise Incident Report November 2012

As of 12/4/2012

## Public Service Commission

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Public Service Commission	Capitol Hosting	Mycah Mattox	1	1
			1	1
	Help Desk	Assigned to Individual Total	1	1
			1	1
		Brenda Treadway	1	1
			0	0
		Eileen Dubach	1	1
			0	0
		Assigned to Individual Total	2	2
			0	0
	Metro A Desktop Support	Rodney Austin	7	7
			0	0
	Metro A Help Desk	Assigned to Individual Total	7	7
			0	0
		Ed Conrad	1	1
			0	0
		Edward Fortner	1	1
			0	0
		Liz Evans	1	1
			0	0
		Assigned to Individual Total	3	3
			0	0

# Enterprise Incident Report November 2012

As of 12/4/2012

## Public Service Commission

			Low	MIR Total
Public Service Commission	Metro D Help Desk	John Robinson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Technical Lead/Project Manager	Pete Freeman	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Assigned Group Total		15 2	15 2
	Customer Company Total		15 2	15 2

# Enterprise Incident Report November 2012

As of 12/4/2012

## Public Service Commission

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Public Service Commission	Capitol Hosting	Mycah Mattox	1 2.21	1 2.21
		<b>Assigned to Individual Total</b>	1 2.21	1 2.21
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Eileen Dubach	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	2 0.00	2 0.00
	Metro A Desktop Support	Rodney Austin	7 0.05	7 0.05
		<b>Assigned to Individual Total</b>	7 0.05	7 0.05
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00
		Edward Fortner	1 0.00	1 0.00
		Liz Evans	1 0.90	1 0.90
		<b>Assigned to Individual Total</b>	3 0.30	3 0.30

# Enterprise Incident Report November 2012

As of 12/4/2012

## Public Service Commission

			Low	ATTIR Total
Public Service Commission	Metro D Help Desk	John Robinson	1 0.24	1 0.24
		Assigned to Individual Total	1 0.24	1 0.24
	Technical Lead/Project Manager	Pete Freeman	1 4.32	1 4.32
		Assigned to Individual Total	1 4.32	1 4.32
	Assigned Group Total		15 0.54	15 0.54
Customer Company Total			15 0.54	15 0.54

# Enterprise Incident Report November 2012

As of 12/4/2012

## Public Service Commission

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Public Service Commission	Capitol Hosting	Mycah Mattox	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	1 0	1 0
		Eileen Dubach	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro A Desktop Support	Rodney Austin	7 0	7 0
		Assigned to Individual Total	7 0	7 0
	Metro A Help Desk	Ed Conrad	1 0	1 0
		Edward Fortner	1 0	1 0
		Liz Evans	1 0	1 0
		Assigned to Individual Total	3 0	3 0

# Enterprise Incident Report November 2012

As of 12/4/2012

## Public Service Commission

			Low	MR Total
Public Service Commission	Metro D Help Desk	John Robinson	10	10
		Assigned to Individual Total	10	10
	Technical Lead/Project Manager	Pete Freeman	11	11
		Assigned to Individual Total	11	11
	Assigned Group Total		151	151
Customer Company Total			151	151



# Enterprise Incident Report November 2012

As of 12/4/2012

## Public Service Commission

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Public Service Commission	Capitol Hosting	Mycah Mattox	1 2.21	1 2.21
		<b>Assigned to Individual Total</b>	1 2.21	1 2.21
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Eileen Dubach	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	2 0.00	2 0.00
	Metro A Desktop Support	Rodney Austin	7 0.34	7 0.34
		<b>Assigned to Individual Total</b>	7 0.34	7 0.34
	Metro A Help Desk	Ed Conrad	1 0.09	1 0.09
		Edward Fortner	1 0.00	1 0.00
		Liz Evans	1 0.90	1 0.90
		<b>Assigned to Individual Total</b>	3 0.33	3 0.33

# Enterprise Incident Report November 2012

As of 12/4/2012

## Public Service Commission

			Low	ATTR Total
Public Service Commission	Metro D Help Desk	John Robinson	1 0.24	1 0.24
		Assigned to Individual Total	1 0.24	1 0.24
	Technical Lead/Project Manager	Pete Freeman	1 10.26	1 10.26
		Assigned to Individual Total	1 10.26	1 10.26
	Assigned Group Total		15 1.07	15 1.07
Customer Company Total			15 1.07	15 1.07

# Enterprise Incident Report November 2012

As of 12/4/2012

## Public Service Commission

### Detail

<b>INC000000601221</b>	Sheri Bintz	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	1.15
<b>INC000000605181</b>	Sheri Bintz	Application	None	Internet Explorer		TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.10
<b>INC000000605189</b>	Jamie Dalton	Application	None	Utah Master Directory		TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.02
<b>INC000000605376</b>	Sheri Bintz	Server	None	None		TIR Missed: Yes	2.21
	Capitol Hosting	Myciah Mattox	Public Service Commission	Low	Closed	TTR Missed: No	2.21
<b>INC000000606359</b>	Mary Green	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Service Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000606866</b>	Melissa Paschal	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Public Service Commission	Low	Closed	TTR Missed: No	0.09
<b>INC000000607094</b>	Darlene Cooper	Application	None	Gmail		TIR Missed: No	0.24
	Metro D Help Desk	John Robinson	Public Service Commission	Low	Closed	TTR Missed: No	0.24
<b>INC000000607584</b>	Darlene Cooper	Application	Error	None		TIR Missed: No	0.12
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.12
<b>INC000000608554</b>	Melissa Paschal	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.13
<b>INC000000609669</b>	Melissa Paschal	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Public Service Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610058</b>	Trixie Behr	None	None	Gmail		TIR Missed: Yes	4.32
	Technical Lead/Project Manager	Pete Freeman	Public Service Commission	Low	Closed	TTR Missed: Yes	10.26
<b>INC000000611565</b>	Jerry Maio	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.66
<b>INC000000613145</b>	Darlene Cooper	Application	Error	None		TIR Missed: No	0.90
	Metro A Help Desk	Liz Evans	Public Service Commission	Low	Resolved	TTR Missed: No	0.90
<b>INC000000613798</b>	Ric Campbell	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Public Service Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616488</b>	Sheri Bintz	None	None	Gmail		TIR Missed: No	0.14
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Resolved	TTR Missed: No	0.23